



Request for Information # 98180013

Milwaukee County, Wisconsin

Department: Transportation, General Mitchell International Airport

1. Introduction

1.1. Purpose of RFI

This Request for Information (“RFI”) is being issued to solicit supporting information from interested software solutions providers for an Airport Management Software System to include an Airport Operational Database (AODB) for Milwaukee County Airport Division consisting of General Mitchell International Airport (MKE) (hereinafter “GMIA”) and Lawrence J. Timmerman Airport (MWC). Milwaukee County Airport Division will use the information generated by this RFI in conjunction with other information available to the County to determine the solution that is in the best interests of the Airport to fulfill this need. The RFI method is not intended to result in a contract award but is designed to allow for the collection of industry information that may be used to assist the Airport in developing a subsequent Request for Proposal.

Milwaukee County Airport Division seeks to implement an AODB system to replace the Revenue and Lease Management System (RLMS) with a modular approach and the ability to implement additional modules to include potentially the following elements:

- Gate Management
- Properties Management
- Financial Management
- Report Management
- Statistical Reporting

No award will be made as a result of this RFI.

1.2. Overview of the RFI Process

The objective of this RFI is to gather information to assist GMIA in its consideration of available resources and methods to fulfill the purpose identified above. The RFI method is not a competitive solicitation method and, as a result, does not satisfy the requirement for competitive solicitation. The RFI method is an information gathering tool only, and such information gathered may or may not be used by GMIA to develop a competitive solicitation. Vendors are not required to respond to an RFI and failure to respond to an RFI will not prohibit participation in any competitive solicitation that may result from the RFI. However, vendors are strongly encouraged to respond to the RFI as this ensures that GMIA is aware of the vendors’ available goods and services.

1.3. Schedule of Events

The schedule of events below is an estimate of the schedule that will be followed. If a component of this schedule, such as the closing date, is delayed the schedule may be shifted as appropriate. Any changes to the dates up to the closing date of the RFI will be publicly posted prior to the closing date of this RFI.

Schedule		
Description	Date	Time
Release of RFI	March 9, 2018	8:00 AM CST
Deadline for Written Questions	March 21, 2018	4:00 PM CST
Deadline for Submitting Responses	April 06, 2018	4:00 PM CST

1.4. RFI Administrator

Lacy Parson

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1.5. Definition of Terms

Please review the following terms:

Vendor(s) – companies desiring to do business with the County of Milwaukee.

GMIA – the governmental entity identified in Section 1.1 “Purpose of Solicitation” of this RFI.

Any special terms or words which are not identified in this RFI may be identified separately in one or more attachments to the RFI. Please download, save and carefully review all documents in accordance with the instructions provided in Section 2 “Instructions to Vendors” of this RFI.

2. Instructions to Offerors

By submitting a response to the RFI, the Offeror is acknowledging that the Offeror:

1. Has read the information and instructions,
2. Agrees to comply with the information and instructions contained herein.

2.1. General Information and Instructions

2.1.1. Submitting Questions

All questions concerning this RFI must be submitted electronically to the Issuing Officer identified in Section 1.4 “Issuing Officer” of this RFI. Submission of questions and responses will be via:

<https://countymilwaukee.bonfirehub.com>

2.1.2. County’s Right to Amend and/or Cancel the RFI

GMIA reserves the right to amend this RFI. Any revisions must be made in writing prior to the RFI closing date and time. By submitting a response, the vendor shall be deemed to have accepted all terms and agreed to all requirements of the RFI (including any revisions/additions made in writing prior to the close of the RFI whether such revision occurred prior to the time the vendor submitted its response) unless expressly stated otherwise in the vendor’s response. Therefore, each vendor is individually responsible for reviewing the revised RFI and making any necessary or appropriate changes and/or additions to the vendor’s response prior to the close of the RFI. Vendors are encouraged to frequently check the RFI for additional information. Finally, GMIA reserves the right to cancel this RFI at any time.

2.1.3. Costs for Preparing Responses

Each response should be prepared simply and economically, avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete presentation. The cost for developing the response and participating in this RFI process is the sole responsibility of the vendor. **The County will not provide reimbursement for such costs.**

2.1.4. ADA Guidelines

Milwaukee County adheres to the guidelines set forth in the Americans with Disabilities Act. Vendors should contact the Issuing Officer at least one day in advance if they require special arrangements when attending the Informational Conference (if any).

2.1.5. Public Access to Procurement Records

Solicitation opportunities will be publicly advertised as required by law and the provisions of the Milwaukee County Ordinance.

2.2. Submittal Instructions

Listed below are key action items related to this RFI. The Schedule of Events in Section 1.3 identifies the dates and time for these key action items. This portion of the RFI provides instructions regarding the process for reviewing the RFI, preparing a response to the RFI and submitting a response to the RFI.

2.2.1. RFI Released

The release of this RFI is formally communicated through the posting of this RFI on the Milwaukee Procurement Site, which is accessible online as follows:

<http://county.milwaukee.gov/PendingBidsQuotesand7951.htm>

2.2.2. RFI Review

The RFI consists of the following:

1. This document, entitled "GMIA RFI for Airport Operational Database ", and
2. Any and all documents provided by GMIA as attachments to the RFI or links contained within the RFI or its attached documents.
3. Documents making up this RFI are available at:

<https://countymilwaukee.bonfirehub.com>

Please carefully review all information contained in the RFI, including all documents available as attachments or available through links. Any difficulty accessing the RFI or opening provided links or documents should be reported immediately to the RFI Administrator (See Section 1.4).

2.2.3. Preparing a Response

When preparing a response, the vendor must consider the following instructions:

1. Ensure its response is accurate and readily understandable.
2. Clearly label attachments so that GMIA can easily organize and navigate the vendor's response.

Responses are to follow the tabbed format below:

A. GMIA RFI for Airport Operational Database(this document)

B. Qualifications of the Vendor

1. Provide a brief overview of company. (Name, title, location, telephone number, and email address of the party responsible for responding to this RFI.)

2. All vendors must provide documentation of their stability and ability to support the Scope as requested in the RFI.
 - Documentation of longevity in the business
 - Documentation of financial stability
 - Records of satisfactory performance
 - Effective and efficient methods to respond to faults and failures within the system
 - Availability of a Project Team committed to the assignment
 - Proven ability to provide the type of technology for a company this size
 - Proven records of performance and completion schedules
 - Interest and knowledge in new technology conducive to this RFI
 - Training modules with varying levels of instruction

C. Proposed Solution

Vendor shall address all items identified in the Scope of this RFI.

D. Information Security and Compliance Services Companies Qualifications

E. Additional Information

Any additional information not specifically requested, but which the respondent deems important and relevant may also be submitted.

F. Experience

Discuss your relevant experience within the public sector the over the past five years. Also, identify locations where your proposed solution is currently in use. Provide contact names, email addresses, mailing addresses, and phone numbers of three references. These references should include customers who are using similar products as are requested in this RFI. The county reserves the right to request additional reference information after responses are received if necessary.

2.2.4 Electronic Submissions Only

1. Use caution in creating electronic files (i.e., make sure files do not contain viruses, etc.).
2. Use commonly accepted software programs to create electronic files. GMIA has the capability of viewing documents submitted in the following formats: Microsoft Word, Microsoft Excel, portable document format file (PDF) and various image and design extensions.
3. Responses are to be submitted at:

<https://countymilwaukee.bonfirehub.com>

3. Requested Information

3.1 Scope of Work

Milwaukee County Airport Division seeks to gather information from potential vendors on possible full or modular systems to design and install (“plug-and-play”) a management system that will provide a turn-key management system comprised of hardware, software, installation, testing, training, maintenance and general support services. The vendor shall discuss, in detail, all applicable application programs, installation of software on user machines and servers, training of users, system support, testing, customization capabilities and compatibility with other system software. The vendor shall also describe training of users, system support, system maintenance and upgrade policies and timeframe. Vendor shall describe the system’s process and procedures for data conversions and information uploads from existing

systems to a new system. GMIA is interested in understanding a system's security and flexibility to adapt to other software and future update requirements.

Vendor shall provide information on the following items in their proposed solution:

- System name(s) description and capabilities. Provide a high-level description of the elements and technologies that make up this solution. Provide diagrams if possible. What are the advantages of this architecture? What are the disadvantages or limitations of this architecture?
- Advantages and disadvantages of implementing various solutions.
- Technical requirements (hardware and software) to operate this system.
- Technical support structure available for your solution.
- Local resources that a customer would need onsite to support your solution (operational needs).
- Number of other airports using your product.
- Product license information, including each type of licensing available and the benefit of choosing a licensing structure.
- Targeted metrics.
- Installation options.
- Replacement parts list with prices, location and availability (total time from order to delivery). Also indicate whether parts are proprietary.
- Proposed fee structure.
- Provide input on technology or methodology.
- Estimate timeline for implementation.

3.1.2 Suggested Features

Features for the Airport Operations Module:

Milwaukee County's General Mitchell International Airport is the largest airport in Wisconsin and services flights for all the major domestic air carriers. In looking to better serve the airlines and the traveling public the airport is looking to install a gate utilization system using a Resource Management System with an airport operations data base for the airport control center. This system will allow the Airport Operations Department to manage gate planning systems, and ticket counter allocation throughout the day depending on their service needs. Ultimately the resource management system will provide efficient use of gates and ticket counters, and promote access to gates without the need for facility expansion, all while providing predictability of costs from a technology deployment standpoint. The system should be easy to use for the airline operators and require minimum support from the Airport IT staff.

More specifically, the Operations Module should have, but not limited to, the following features:

- The ability to provide a flexible, easy to manage, automated tool to support long-term, short-term planning, and real-time allocation of aircraft parking positions.
- The ability for a commercial off-the-shelf product that can be configured by airport staff to reflect the specific needs of the airport.
- The ability to operate seamlessly with an integrated central airport database that can receive flight information from multiple airlines, the FAA and data providers, such as Flightview (proprietary flight tracker system), and that can provide information to GMIA airport systems as Airport Business Management and accounting systems. Changes made to information processed in the gate management system will update the database in real time; changes will not be updated by means of a batch update process based on a timer or a manually invoke save command.
- The ability to work seamlessly with other airport automated resource planning and resource allocation systems, such as a gate planning system, a capacity analysis system, a check in

counter allocation system, a landing slot allocation system. All systems will be able to operate with the same central database.

- The ability to be flexible so that it can support future expansion of the airport and changes in the number, location and physical configuration of parking positions under management, as the airport's needs change. The system will not be limited in the capacity of the number of parking positions resources it can handle.
- The ability to include a database of active mainline and regional airlines to select from for reservations and scheduling. This will include airlines that do not regularly operate out of GMIA.
- The ability to support a distributed architecture, where the central airport database is operated in a central location and is connected via a network to other locations at the airport where only the planning functionality operates or only the real time allocation functionality operated.
- The ability to support the activities of select users, who may manage the same gates, synchronized in real time.
- The ability to run on the latest version of Microsoft Software.
- The ability to support applications that provide viewing and editing of flight information through a web base application that can be accessed from a URL in a GMIA supported web browser.
- The ability to support a real time dashboard display that provides flight times, such as ON, IN, Off, Out, scheduled IN, and scheduled OUT, in graphical form so the user does not have to enter or select the flight to view the information.
- The ability to include both a spreadsheet and an overhead diagram (map) view showing occupied and available gates.
- The ability to operate on a nonproprietary architecture that will support the development of interfaces with other systems installed at the airport such as Comnet FIDS, GCR Airport Business Management, Passur Communicator, Amadeus AirIT, etc.
- The ability for the dashboard to be made available to multiple users from a URL in a GMIA supported web browser. The dashboard will not require manual refresh and will not redraw an entire page when a flight status has changed. HTTP refresh is not acceptable.
- The ability to display and provide a history window that shows all recent changes.
- The ability to support single or multiple screens from a single workstation to display gates and times.
- The ability for the vendor to provide remote web based user support service and remote software error monitoring and repair 24/7/365.
- The ability to enable the user to specify the following information for each resource under management, inoperative due to scheduled preventive maintenance for a specific period, inoperative due to unscheduled maintenance during a specific period, reduction in the level of service due to unscheduled maintenance during a specific period, reduction in the use of a

resource due to security considerations, physical limitations due to overlapping parking positions, physical limitations due to unusual and/or complicated traffic and parking patterns.

- The ability to handle the following types of flight movements when developing plans for future allocations and when operating in real time: through flights, turn flights, arrivals, departures.
- The ability to link flight arrivals and departures and identify turns automatically using aircraft registrations information. When aircraft registration data is not available, an intelligent linking process will line arrivals with the most likely departures.
- The ability to enable the user to add textual remarks to flights and aircraft.
- The ability to enable multiple users to access the system simultaneously, ensuring data entered by one user is displayed automatically and in near real time to all other users.
- The ability to support irregular operations such as cancellations, diversions, and multiple returns of the same flight without losing flight history.
- The ability to support the airline's flight date concept, thus providing unique identification of the flights on the screen even if a flight is delayed more than 12 hours.
- The ability to support day of operation planning and real-time allocation of parking positions. It will automatically assign parking positions based on the pre-planned schedule and on pre-defined and stored business rules.
- The ability to allow the user to reassign parking positions and to override recommendations made by the system.
- The ability to provide different options for conflict resolution.
- The ability to provide visual alerts when assignments violate rules and other scheduling conflicts occur.
- The ability to provide a multi-stage process for conflict resolution, where several flights may be moved to other parking positions.
- The ability to introduce and track all aircraft tows.
- The ability to display details about conflicts.
- The ability to handle the return of a flight as well as multiple returns of a flight to the airport.
- The ability to link flights automatically in real time when registration changes and will plan tows automatically.
- The ability to provide an audit log that stores the details of actions that change data, including the user ID of the person making the entry and a time stamp. The system will support central logging from all workstations to a single server.
- The ability to operate seamlessly with a check in counter management system that plans allocations in advance and manages check in counter allocations on the day of operation in response to flight schedule changes. The check in counter management system will determine the number of check in counters needed to handle passengers based on flight schedules, aircraft sizes, passenger load, type of flight, class of service and passenger arrival patterns.
- The ability for the vendor of the gate management system to provide hands on training courses for users and system administrators.
- The ability to create additional business rules that can be set at the airport's discretion.
- The ability to be expandable to other assets if desired.

Features for the Planning Module

More specifically, the Planning Module should have, but not limited to, the following features:

- The ability to have two different airports as separate entities.
- The ability to enter in statistical information such as passengers, tower counts, seat capacity by aircraft type, cargo tonnage etc.
- The ability to maintain complete historical data on all aircraft and passenger statistics at the Airport. The data maintained through this module should feed directly into other modules that rely on aircraft and passenger information (i.e. Tableau). This module should provide numerous detailed and summary activity reports such as market share by airline, passenger traffic summaries and fiscal year reports. The system should also be able to produce statistical representation of the data and extracts of the data with the flexibility for the user to choose the

content. Does the system have an automated report tool for annual reports required by authorities (i.e. FAA All-Cargo Annual Report)?

- The ability to provide a GIS interface.
- The ability to provide a space management module to track and maintain the inventory of all space under lease or available for lease.
- The ability for stakeholders to upload statistical information into the system such as landings, passengers, cargo tonnage, concessions, fuel flowage, etc.
- Any additional recommendations.

Features for the Properties Module

The Properties Module system shall aide in the management of leases, agreements, permits, contracts, concessions, land parcels and financial arrangements. More specifically, the Properties Module should have, but not limited to, the following features:

- The ability to have a property management module to maintain all tenant leases and agreements and contact information for agreements.
- The ability for lease/agreement management including tenant reporting requirements
- The ability for contract management including tenant reporting requirements.
- The ability for permit management including tenant reporting requirements.
- The ability for concession management including concession reporting requirements.
- The ability for Airport space management both within the terminal and on airport grounds.
- The ability for rates and charges calculations and ease of updates.
- The ability for tenant alteration tracking both space and lease amendments.
- The ability for GIS interface.

Features for the Financial Module

This financial module must have the ability to perform necessary accounting, invoicing and accounts receivable functions.

More specifically, but not limited to, the following functions:

- The ability to invoice for landings, common use, gate usage, international passengers, supplemental parking, utilities, lease agreements, car rental agencies, concessions, fuel

flowage, employee parking, ID badges and finance charges along with a rates and charges module to allow for global rates.

- The ability to be able to invoice landings and common usage by code share and roll up billing to the mainline carrier.
- The ability to invoice on a monthly basis: concession percentage rent with and without a minimum guarantee.
- The ability to generate financial reports.
- The ability to complete financial analysis.
- The ability to invoice late fees, penalties and interest on delinquent customers.
- The ability to invoice utilities.
- The ability to have two airports programed.
- The ability to invoice under different department numbers.
- The ability to add and edit general ledger account numbers.
- The ability for multiple provisions and rates.
- The ability for a financial record-keeping system to have a chart of accounts and obtain a summary report for exporting into the Airports general ledger system.
- The ability to generate general ledger/financial reporting.
- The ability for utility management and billing.

3.1.3 Pricing Model

Specific pricing information on the product(s) and/or service(s) contained in this RFI is not required. Rather, GMIA is requesting a description of your pricing model with enough detail that will allow the county to prepare a cost proposal format for the anticipated RFP/RFB as well as provide the county with an idea of what it would cost to implement the proposed solution. Describe various pricing approaches that your firm, or other firms, might employ in providing this system. Include a ballpark estimate for any products, equipment, hardware, software licensing, implementation charges, conversion, integration, documentation, training, technical support, maintenance charges, total cost of ownership estimates, etc.

Provide additional details not otherwise requested by the RFI that you deem is essential for the county to have to gain a better understanding of the capabilities of your system.

3.1.4 Information Technology Model

GMIA is requesting a description of your IT model with enough detail that will allow the county to prepare a proposal format for the anticipated RFP/RFB as well as provide the county with an idea of what it would cost to implement the proposed solution. Describe licensing, support, and hardware infrastructure that your firm, or other firms, might employ in providing this system. Include a ballpark estimate for any products, equipment, hardware, software licensing, implementation charges, conversion, integration, documentation, training, technical support, maintenance charges, total cost of ownership estimates, etc.

4. Additional Information

GMIA may, at its discretion, ask one or more vendors to provide additional information and/or meet with the GMIA Department to further discuss the vendor's information.